All-Staff Meeting Questions and Answers
August 24, 2005

How was it determined that the Gold Camp campus would be the "technical" facility?
Gold Camp was selected since it is a newer, more modern facility that was designed to house a data center. The Cannery campus is located in an older building which has security issues.

Will there be any technical staff at the Cannery campus?
Yes. Some technical staff will remain at the Cannery campus to support equipment at that location.

Where will the engineering staff be located?
The plan is to locate them at Gold Camp.

Where will desktop support be located?
They will be within the Operations Division and their location is still to be determined.

How many vacancies will there be at Gold Camp?
Approximately 120 employees will be moved from Gold Camp to the Cannery.

Where will the second technical site be located?
We don't know yet. General services will help us with the search for a long-term second site.

When will staff movement begin?
Phase I will begin in January and will be planned carefully.

If the Cannery is on a limited lease, how does it make sense money-wise to move out of the building?
We have options on the Cannery lease that can be invoked.

Will equipment be migrated between sites?
A decision has not been made and we are still developing a strategy.

With all the opportunities in upper management, when can we take a test to advance for these positions?
The Administration Division is preparing an exam strategy.

When can we start sharing software between campuses?
We plan to consolidate and reduce the number of contracts; where there are now two software products, we will evaluate and select the best.

How will "adopt and go" affect service offerings?
It is important that the decisions made do not impact the customer.

During the initial move, will there be a shuttle between campuses?
It's a great idea and we will consider it.

Will you provide additional telecommuting options?
This is an option that is being considered and it is important to work with your division chief on this issue.

Will we integrate past policies and practices?
Yes, policies and practices will be integrated. There is a policy and review committee which has already met and will be publishing information on the Intranet.

Will changes be reported to the union?
Yes, when appropriate.

What are the five DTS facilities?
Cannery, Gold Camp, Sequoia Pacific, "J" Street and the Training Center.

Will equipment be moved?
There is no general plan to move all equipment to one location.

What will be the new location for the Cannery campus?
We are working with the Department of General Services on this issue.

Will the enterprise architecture plan be published?
Yes.

What is the lifespan of the Consolidated Management Office?
Two years, ending on June 30, 2007. We will be consolidated by that date.

How will customers get their billing rates?
Rates will continue to be provided by all three campuses. When there is a change, we will let customers know.

At what point will we be asked to make comments on the consolidation?
We are working within a team structure and you will have an opportunity to provide input during the Refinement phase.

How have the teams been established?
The Deputy Directors are identifying the teams.

Is there a list of the processes?
Those lists are still being developed and will be published on the intranet.

Are the Technology Services Board meeting notes available?
They will be published on the DTS website ten days before the next meeting.

What is the role of the Technology Services Board?
The Board provides services for us. For example, they approve our budget; perform an annual financial audit; approve our rates and provide input to our operational plan.

Who are the members of the Technology Services Board?
The members are listed on the DTS website and includes some of our customers; no members are from the private sector.

How will the procurement of desktop services be centralized?
We will budget by division, not by campus.

When will an updated organization chart be announced?
It will be published on October 1. Some positions will be upgraded and all employees will have a place in the organization.

How will HIPAA (*Health Insurance Portability and Accountability Act*) laws affect the new organization?
HIPAA-related issues will be addressed on a department-wide basis.

What is the status on the appointment of a new director?
A recruitment agency specializing in IT is conducting a search.

How will two separate facilities deal with backup?
Having two locations will allow for fail-over capability. We will be a single data center with two locations.

Will employees be able to swap locations?
Yes, if we can accommodate their request.

What about the different cultures at each campus?
Culture is an objective process and something we can choose to determine. We want to create a good place to work where the culture reflects people who are happy and recognized for their service and contribution.